

Helping You ... A commitment to total engineering services



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HELPING YOU PROTECT AND MANAGE YOUR MACHINERY® *all*

"Helping you." The first two words in Bently Nevada's mission statement may be small, but they reflect the enormous changes we have made in the way we're doing business today compared to even 18 months ago. In the next few paragraphs, we'd like to share some of those changes with you.

In the past, you've known Bently Nevada primarily as a supplier of quality *products* – the hardware and software components that make up machinery protection and management systems – with the ability to provide excellent after-the-sale service and support for these components. Today, however, more and more of you, our customers, are counting on us to be a supplier of solutions – an engineering services company specializing in turnkey delivery of installed machinery protection and management systems. There's a big difference. In one instance, you assume primary responsibility for placing the system into service. In the other, Bently Nevada assumes that responsibility.

What has driven us there? Very simple, you have. Customer feedback overwhelmingly shows that many of you are re-focusing on your essential competencies and that may not include design, project management, integration, and implementation of instruments and computerized systems. You want the results these systems deliver, but not necessarily the tasks associated with putting them into service. Bently Nevada has decades of experience doing these tasks. We know our products better than anyone else. It was natural that we should expand our scope of services to meet your increasing needs for turnkey assistance.

Just exactly what are these services? We've partially summarized them here, but they are growing all the time:

- System integration engineering.
- Project management.
- Cabinet design and fabrication.
- Project documentation and testing.
- Product repair and calibration.
- Transducer installation and mounting design.
- Machinery diagnostics.
- Alignment and balancing.
- Training.
- Machinery management consultation, implementation, optimization, or program operation.
- Custom rule set development for our Decision Support™ systems.

In short, we'd like you to be comfortable enough with us as a supplier to bring virtually anything related to protecting and managing your machinery assets to us. If we don't currently have the service, our culture of "taking

excellent care of our customers" means we'll explore ways to meet your request. For example, you might want Bently Nevada to assist you in assessing the various risks and criticalities of the machines in your plant and recommend where you'd receive the best return on investment. Or you might want us to assume responsibility for the maintenance and management of spare parts for your installed Bently Nevada instrumentation. Or you might want us to design, install, integrate, commission, optimize, and then operate a plant-wide system that addresses every relevant piece of rotating or reciprocating machinery in your enterprise. It's all within our capabilities.

If you've thought of Bently Nevada as the world leader in machinery protection and management products, we encourage you to broaden your perspective to now think of us as an engineering services company. Whenever our products are put into service, it represents a project that needs to be planned, managed, executed, and commissioned. In the past, you've likely used multiple parties and contractors to provide such scope. Today, you have a new alternative – you can bring your machinery protection and management project to a single company with expertise that simply can't be duplicated by a more generic provider of engineering or construction services. We look forward to talking with you about our capabilities and how working with a single supplier can provide results that are higher in quality, lower in cost, and more timely. ☺